

Calgary Pregnancy Care Centre Job Descriptions

Position 107 Program Support - Satellites

Permanent, Part-Time

Position Summary:

This position provides support to the Client Services Program Coordinator and direct service to clients. The Program Support staff member will work closely with the Client Services Program Coordinator to manage and train volunteers, manage day-to-day operations and support clients. In addition to operation of the Strathmore Centre the individual may be asked to perform duties in support of the Executive Director and other locations.

Primary Responsibilities:

Administrative

- Volunteer scheduling
- Manage volunteer candidate interviews and onboarding processes
- Assess volunteer performance and conduct ongoing training
- Support day-to-day operations of the satellite Centre
- Compile monthly statistical reports

Client Services

- Work closely with the Program Coordinator (Satellite) and Director of Client Services (Calgary) for all aspect of Client Services
- Debrief volunteers after each peer counselling session
- Assist volunteers in peer-counselling as needed
- Peer-counsel directly with clients
- Arrange for client referrals with outside agencies
- Maintain educational materials and resources for client use
- Work closely with the Director of Client Services, Calgary, when Program Coordinator (Satellite) is absent

Community Development

- Represent the Vision and Mission of the Centre with donors and external stakeholders
- Network at inter-agency meetings to build professional relationships and raise awareness of the Centre's services
- Engage in community events

Qualifications:

- Be self-motivated, dependable, and responsible
- Bachelor degree in Social Work or related field preferred
- Experience with volunteer management preferred
- Agree with and be willing to uphold the Statement of Principle, Statement of Faith, and Policies of the Centre

Working Conditions and Hours:

- The position will function primarily out of the Strathmore office. From time to time travel may be required to the downtown Calgary location, satellite Centres or to locations throughout the city for promotional activities or service delivery.
- The hours of operation are currently 9 am through 5pm daily Monday through Thursday. Staff will also be required to attend promotional or service delivery opportunities that may include evenings or weekends.

Note:

- Successful applicants must provide proof of qualifications.
- An enhanced security clearance (police check and vulnerable sector search) must be completed as a condition of employment